

TRICARE Fundamentals Course Update May 2004

Module 1: Who We Are

Updated C&CS Organizational Chart and descriptions of its divisions
Added bullet points describing some of the responsibilities of the Senior Market Manager
Deleted section on Lead Agent Offices
Updated the section on the Managed Care Support Contractors' responsibilities
Updated the section on the Role of the TRICARE Service Centers
Added a section on the new Managed Care Support Contractors' contact information
Deleted section on How to Search the TRICARE Web Site

Module 2: TRICARE Web Search

Moved the section on How to Search the TRICARE Web Site from the Who We Are module

Module 3: TRICARE History

Replaced the FY 2003 section with FY 2004 information

Module 4: DEERS

Updated description of what DEERS is
Deleted RAPIDS slides
Updated DEERS/RAPIDS Field Service Representatives information
Updated New DEERS information and added TRICARE Online information

Module 5: Medical Benefits

Added Balance Billing example
Updated non-availability statement information
Updated TRICARE Standard inpatient cost chart
Changed "TRICARE Maximum Allowable Charge" to "TRICARE Allowable Charge"
Changed Catastrophic Cap information to active duty families using TRICARE Prime to reflect \$1,000 per family per fiscal year
Added section on Maternity Care
Deleted section on Dual Eligible – under the age of 65
Moved Skilled Nursing Facility Care and Long Term Care information to TRICARE For Life module 9
Added TRICARE Health Comparison Site information
Added 2 sample WPS EOBs

Module 6: TRICARE Prime Remote

Clarified TRICARE Prime Remote eligibility for active duty service members
Updated TRICARE Prime Remote eligibility for Reserve component service members and their families
Added Zip Code Search
Updated Primary Care Manager section

Module 7: Reserve Component

Updated TRICARE Prime Enrollment Process for Reserve Component Retirees
Moved TRICARE Prime Remote information to module 6, TRICARE Prime Remote
Added Department of Labor link for USERRA
Deleted section on Regional Reserve Component POCs

Module 8: Transitional Benefits

Updated Transitional Health Care Benefits for Service Members section
Added medical hold information
Added claims processing information for each TRICARE Region
Added TRICARE Health Comparison Site information
Updated Certificate of Creditable Coverage section

Module 9: TRICARE For Life

Updated Elements section
Added Medicare Prescription Drug, Improvement, and Modernization Act of 2003
Updated Skilled Nursing Facility Care
Updated claims processing information for each TRICARE Region

Module 10: Other Activities

Updated TRICARE Online section
Added Program Integrity information

Module 11: Pharmacy

Added TRICARE Mail Order Pharmacy fax information
Added safety information
Added resources

Module 12: Dental

Updated Benefits After Demobilization section

Module 13: TRICARE Overseas Program

Updated Global Remote Overseas Health Care Contract

Module 14: Claims and Appeals

Updated TRICARE Standard section
Updated Claim Forms section
Updated Claims Processors section
Added sample PGBA EOB

Module 15: Customer Service

No changes

Resources and Tools

Added resources

Acronyms

Added terms

Glossary

Added terms